
Julio Roberto Alvarez

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Professional Summary

Dedicated customer service professional with 6 years of experience specializing in cryptocurrency support and IT management. Proven expertise in providing top-tier support in the fast-paced world of cryptocurrency, helping clients navigate blockchain transactions, wallet management, and exchange issues. Adept at conflict resolution, building strong client relationships, and delivering tailored solutions to ensure customer satisfaction. My goal is to bring exceptional customer service and crypto expertise to a forward-thinking company that values innovation and client care.

Professional Experience

MetLife United States

Customer Service Operations Manager / IT Operations Manager | Aug 2022 – Present

- Lead a team providing support, ensuring seamless customer experience across multiple touchpoints.
- Collaborate with stakeholders to assess client needs and deliver high-quality service that aligns with crypto regulations and market demands.
- Implement robust security measures and customer support protocols to maintain trust and protect customer assets.
- Regularly interact with customers to resolve cryptocurrency-related issues, providing a personalized and efficient service experience.

PayPal United States

Customer Support Specialist / IT Manager | Feb 2020 – Jul 2022

- Delivered exceptional customer service, troubleshooting complex blockchain and wallet-related issues, and ensuring quick resolutions to client inquiries.
- Managed high-volume crypto-related support requests, demonstrating expertise in customer communication and issue prioritization.
- Developed customer-focused guides and resources for easier navigation of cryptocurrency platforms, improving user satisfaction and reducing repeated inquiries.
- Provided Tier 2 support for escalated issues, focusing on effective solutions and ensuring clients received timely assistance.

Telus International Guatemala

Customer Service / IT Solutions | May 2019 – Nov 2020

- Assisted customers in resolving crypto-related technical problems, including wallet setup, transaction verification, and blockchain network issues.
 - Provided detailed, empathetic customer support for both beginners and experienced users of cryptocurrency, improving user confidence and platform retention.
 - Monitored crypto infrastructure, ensuring prompt response to customer concerns and proactive issue resolution, resulting in higher satisfaction rates.
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Education

MESOAMERICANA UNIVERSITY, Guatemala

Bachelor of Systems Engineering in Computer Science | Nov 2019

- Cisco Networking Academy · 2019
 - OS Linux Operating Systems · 2019
 - High Demand on Windows Server · 2019
 - Cyber Security Web Security · 2020
 - Networking CCNA Networking · 2020
 - Python Learning Web Programming · 2021
 - Ethereum Blockchain Developer SOLIDITY · 2022
 - SCRUM Professional · 2023
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Skills

- Customer Service: Conflict resolution, Problem-solving, Empathy, Active listening
- Management: Team leadership, Performance management, Process improvement
- Technology: CRM systems, Microsoft Office Suite, Basic IT troubleshooting
- Communication: Fluent in English and Spanish, Clear written and verbal communication
- Analytics: Customer data analysis, Reporting, KPI tracking